

PRV – Opening and Closing the IME Reception Area

Purpose:

To meet and greet IME visitors, issue visitor ID badges, notify appropriate IME staff when visitors arrive and to notify IME Units of parcel mail delivery. Provider Services is responsible for opening and closing the reception area at the IME. The hours of operation are 7:30am- 4:30 pm M-F excluding State holidays

Identification of Roles:

Receptionist

Performance Standards:

N/A

Path of Business Procedure:

Step 1: Arrive at the IME by 7:30 am

Step 2: Turn on Lights at the front desk

Step 3: Unlock all cabinets and drawers

- a. Keys are located in a secure place at the front desk

Step 4: Place the Visitor-Sign in sheet at the window counter

- a. Located in a drawer in the file cabinets at the front desk

Step 5: Log on computer, pull up the address book in Outlook for the office directory, and the Cisco Unified Communications Manager Attendant Console.

- a. The address book is used to contact an IME employee
- b. The Cisco Unified Communications Manager can be used to transfer calls

Step 6: Answer incoming calls

- a. Answer the telephone "Iowa Medicaid this is _____, how may I help you."
- b. To Transfer a Call using the telephone:
 1. Hit the *Transfer key*, Dial the Extension #
 2. Hit the *Transfer key* again
- c. To transfer a Call using the Cisco Desktop system:
 1. Find the name of the person to whom you would like to transfer the call to in the Speed Dial Section
 2. Double click on the call detail in the Call Control application and drag the call detail to the Speed Dial application where the name and extension are found
- d. To consult the person you are transferring the call to prior to transferring using the Cisco system:
 1. Hit the Consult transfer key, which is an icon located on the top of the screen

2. A pop up will appear, key in the extension number of the person to whom you would like to transfer the call to in the Enter Number field
3. Hit dial, the pop up will disappear
4. Once you are ready to transfer the call hit the transfer key, which is an icon located on the top of the screen next to the Consult Transfer key.

Step 7: Monitor the back parking lot for suspicious activity

The reception area has a camera that is used to monitor the parking lot. It is the responsibility of the receptionist to monitor the parking lots using the camera and call the police if necessary

- a. Use the round turquoise button in the middle of the camera to move it around
- b. Use the left side buttons to zoom in and out
- c. Use the right side buttons to focus
- d. Use the "Peel" button to have the camera automatically circle the premises
- e. Use the "Flip" button to have the camera automatically turn opposite of its current position
- f. To switch the view between the first and second camera
 1. Press the number of the camera ex 1 or 2
 2. Press the button that looks like a camera next to the 0
 3. Press the Video button on the remote to switch which camera you are viewing

Step 8: Assign badges and parking passes to visitors arriving at the IME

- a. Visitors must sign in and out when visiting at the IME
 1. Visitors and employees that do not have their badges are given a Visitors Badge
 2. Visitors are also given a parking pass to place in their vehicle and given instructions on where to park
 3. Visitors who meet with an employee or employees that do not have their badges must be escorted at all times. The employee or manager of the employee must be notified of the visitor or employee. The employee telephone number can be located on the Outlook Address Book, Cisco Unified Communications Manager Attendant Console or on the copy of the telephone listing kept at the front desk
 4. Walk In providers need to speak with the Providers Services Outreach staff
 5. Walk In members need to speak with Member Services

Step 9: Log deliveries arriving at the IME

- a. All deliveries coming through the front door at the IME must be documented in the Incoming Packages Log binder found at the front desk
- b. Log the name of the delivery service, who it is for, date and time of arrival and the date and time the employee was notified
- c. A phone call is placed to the person or unit receiving the delivery

Step 10: Place dropped off claims in the bin

- a. Providers dropping off claims are to sign in and record the number of claims dropped off
- b. Place the claims in the Incoming Claims Bin located at the front desk

Step 11: Place a Visitor Sign-In sheet at the window counter for the next business day

- a. Located at the front desk in file cabinet

Step 12: Lock up all packages, claims and confidential papers in the file cabinet

- a. Place key in the secure location

Step 13: Log off computer

Step 14: Turn off lights

Forms/Reports:

N/A

RFP References:

N/A

Interfaces:

N/A

Attachments:

Process Map

Attachment 1

